Supervisory Resources – Supervisor Video List

These videos are available from the University of Minnesota Libraries for use with unit-level supervisory training or management development activities. To request videos for use in meetings, reserve a video online at the LRC Advance Reservation Request page http://lrc.lib.umn.edu/advance.phtml.

Handouts and training resources are available for many of these videos. For help in planning a session, contact Corey Bonnema, Supervisory Training Program coordinator, at 612-626-9721 or bonn0014@umn.edu.

The Art of Resolving Conflicts in the Workplace (HD 42 .A 78 1992)
Conflict is inevitable whenever different individuals work together. This video discusses six techniques to deal effectively with conflict. It shows effective ways to use these techniques in complicated situations such as dealing with aggressive behavior or discrimination. (37 min.)

Avoiding Litigation Land Mines (HF 5549.5 .D55 A96)
Subtitled “A Survival Guide for Managers,” this video provides a good overview of the essential steps in managing employee performance. It uses a case example to trace typical problems in training, evaluation, documentation, and management policy. (30 min.)

Communicating Non-Defensively (HF 5549.5 .C6 C5)
Defensiveness creates huge barriers to communication, but it's a human reaction to stressful situations. This is a good summary of ways both the giver and receiver of feedback can understand the other's position and avoid “taking it personally.” Facilitator guide available. (20 min.)

As more and more of our work requires collaboration and teamwork, it becomes increasingly important to understand the dynamics of conflict in team situations. This video looks at the positive benefits of conflict and provides a framework for working through difficult situations. Facilitator guide available. (22 min.)

Dealing With Conflict (HD 42 .D42 1992)
Dealing with conflict at work can be easier if we understand our own and other's approach to conflict situations. This video presents the work of Dr. Kenneth Thomas, who describes the basic styles of avoidance, accommodation, compromise, competition and collaboration. Facilitator guide available. (20 min.)

Difficult People & How to Deal with Them (HF 5548.8 .D54 1989)
Have you ever worked with a “Sherman Tank,” a “Know It All Expert,” or a “Compleat Complainer”? We can't change people's behavior, but this video discusses ways to work effectively with some of the more difficult personality types. (38 min.)

March 24, 2010
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Giving & Receiving Feedback (BF319.5 F4 G58 1994)

Giving and receiving feedback is one of a supervisor's most important tasks. It's often also one of the most difficult. This session video methods for dealing with both positive and negative feedback in order to encourage success for individuals and the workplace. (17 min.)

A Great Place to Work (HF 5549.2 U5 G74 1990)

Based on Robert Levering's groundbreaking 1988 book, this video features three employers that were at the forefront of the movement to develop responsive workplaces. Each demonstrates a different way to create a great work environment by paying attention to employees' work and life needs. (27 min.)

Listening: The Art of Understanding Others (BF 323. L5 L592 1991)

We all know that listening is essential to effective communication. However, many of us could use a refresher on techniques for listening effectively. This program reviews key concepts and provides opportunity to evaluate your own listening skills. (16 min.)

The Multicultural Workplace (HM 136. M85 1990)

Managers that are aware of cultural differences can reduce tensions and create a more productive workplace. This video presents dramatizations that show how tensions among ethnic groups can result in lower productivity and low morale. This video is also used in the Supervisory Training core program. (35 min.)

The Practical Coach (HF 5549. P65 1997)

The Practical Coach is an everyday guide to encouraging good work, correcting poor work, using good judgment and caring about each member of your team. It includes tips and examples of how coaching can be a key tool in developing and supporting employees. This video is also used in the Supervisory Training core program. Facilitator guide available. (24 min.)

Talk Isn't Cheap (BF 637. C45 T34 1997)

Clear communication is an essential work skill. This program presents case studies and discussion points on the importance of communication in the workplace. We'll look at how giving clear directions, using active listening skills, and understanding hidden messages can improve work relationships. Facilitator guide available. (19 min.)

Team Creativity (BF 408. T253 1995)

No matter what the task, work groups which encourage creativity are more likely to develop their potential and solve problems effectively. This video discusses ways in which you and everyone in your group can be more creative. Facilitator guide available. (22 min.)

Team Problem Solving and Decision Making (HD 30.29 T34 1994)

Effective problem solving is one of the most important things we do at work. It's also one of the most difficult. This video discusses a step-by-step approach to recognizing problems, finding solutions, and deciding on a successful action plan. (23 min.)